

# Enabling Data Literacy For A Prominent Payment Gateway Company

How UNext Crafted A Unique Talent Transformation  
Program Tailored To The Enterprise Needs





# The Urgent Need For Talent Transformation With **Scalable Tech Upskilling In The BFSI Industry!**

The last decade witnessed banking and other financial sectors striving to provide their services and experiences at the customers' fingertips by using technology. Digital transformation has changed the business model for the financial sector, along with deeply impacting their industrial evolution to meet the needs of the future. This has resulted in the inevitable - accommodating new employees with diverse capabilities to cater to the growing influence of trending technologies.

The need to leverage emerging technologies such as Artificial Intelligence, Cloud Computing, Big Data Analytics, and more to give various personalized services has never been higher and upskilling in the above mentioned trending technologies has become the need of the hour.

*According to research published by the World Economic Forum and PwC, the BFSI industry could see a \$263 million boost to global GDP if there were upskilling that closed the current skills gap, with the biggest gains coming in the U.S. and India.*



# UNext's Personalized Talent Transformation Program: Equipping Professionals in New-age Technologies & Digital Concepts

The BFSI industry receives job applications from professionals and graduates from various educational backgrounds. This creates the need for tailor-made learning interventions that will enable and give way to a digitally intelligent workforce. Global companies are adopting digital tools and practices to bring agility, scalability and efficiency to their businesses. While they have access to a vast talent pool, their diverse academic and professional training necessitates a customized orientation to help them adapt to the corporate ecosystem.

## Success Stories: Crafting Customized Learning Experiences That Matter!

At UNext, we have partnered with industry leading banks and financial institutions, helping them meet their upskilling objectives across trending technologies with customized learning interventions. This in turn has aided them in building a digitally intelligent banking workforce. Read on to know how we helped a leading online payment gateway company with their training requirements.



# Case Study: One of the World's Largest Online Payment Gateway Companies



## Problem Statement

The client wanted their staff to become proficient with the fundamentals of data science, an important subject for handling modern-day payments systems. While the objectives were clear, UNext's team of experts identified several challenges at the client's end in initiating the program.

The client wanted their employees to pick up on the new subject while they continued with their routine work. The client also was cognizant of the fact that different employees were at varying level of proficiencies in data science, across the organizational structure. This meant some could start off at a more advanced level while others would need to learn from scratch. It was also important to expose them to the subject in gradations through the training.

Also, at the end of the learning, a thorough understanding of data science was needed to help manage the business and customers better. In addition to these factors, the teams were geographically distributed across Europe, Asia and the USA. Trained employees at the company could handle a large number of users in a more systematic and scientific way using new data tools.



## Challenges Involved

- ✓ The client's objective was to have its geographically distributed teams run through a data science bootcamp and develop proficiencies in a layered form.
- ✓ There were over 200 employees to be trained, necessitating a module-based learning approach. All of them had different levels of understanding of data science and were to be trained at different paces and levels.

- ✓ With UNext's expertise in the domain, the client wanted teams across continents and under different time zones all covered under the training. Also, the globally distributed teams made tracking of their progress a challenge.
- ✓ Given the complex learning concepts, the client required customized training modules that facilitated a gradual learning curve.



## Solutions Offered

Having identified the multi-layered learning requirements, UNext designed a curricula that covered the total learning across three broad areas - conceptual knowledge, practical application, and complex problem solving. Based on proficiencies of individual learners, the three focus areas were to be covered in a graded curriculum. The participants were expected to graduate from basic to intermediate to advanced levels during the course of the training.

The training delivery mechanism utilized different modes for customized impact.

**Basic Test Out:**  
Self-paced learning for  
conceptual knowledge

**Intermediate:**  
Online, instructor-led for  
practical application

**Advanced:**  
Classroom mode for  
complex problems



## Results

The client realized this goal with UNext's expertise in the field of training. They achieved their organizational objective of training over 200 learners across continents for the intended digital upgradation. The flexible training structure enabled employees to achieve the learning goals. For employees who needed exhaustive understanding, they could start with the basic test-out module. Simultaneously, ones with a basic understanding could move on seamlessly to the intermediate or advanced modules. The customized learning modules helped to meet the learning requirements of the entire workforce in a time-bound manner, thereby optimizing costs for the client and enhancing the efficiency of the teams.

## About UNext

UNext (Part of Manipal Education and Medical Group) prioritizes 360-degree talent transformation through upskilling. We offer industry-relevant programs that help enterprises transform their talent through customized learning solutions across hierarchies. We have partnered with clients across IT-ITeS / BFSI / Automobiles / Healthcare / Manufacturing / Consulting / Retail / Pharma & more segments in training tech and non-tech audiences across various customized programs.

### Some key highlights:

- ✓ 15+ years of providing learning solutions
- ✓ 40,000+ Pre-joining programs
- ✓ 20,000+ Corporate bootcamps
- ✓ 6,000+ Role based programs

We have partnered with clients across IT-ITeS / BFSI / Automobiles / Healthcare / Manufacturing / Consulting & more segments in training tech and non-tech audiences in emerging technologies through various customized programs.



## Contact Us

Talent transformation is the key to building successful business models. To know more about how our customized programs can help, get in touch with us today!



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